



# CLAIMS IN- PROCESSING BRIEFING





# 21st Theater Sustainment Command



## **KAISERSLAUTERN CLAIMS** **OFFICE**

**Location:**                      **Kleber Kaserne**  
**Bldg. 3210, Room 110**

**Phone:**                      **DSN 483-8414**  
**CIV 0631-411-8414**

**CJA:**                              **CPT Mike**



# 21st Theater Sustainment Command



## **AGENDA**

- **DA Pam 27-162**
- **Substantiation - “Legal Proof”**
- **Items NOT payable**
- **\$100 Rule**
- **PED (Prior Existing Damages)**
- **Claims Maximum Payable**
- **Time Constraints**
- **Questions**



## DA PAM 27-162

- **Sets out procedures for Claims Offices**
- **NOT “Guidance” - CJA is financially and criminally responsible for violations**
- **NOT intended to replace private insurance**
- **Depreciated Cost vs. Replacement Cost**



## SUBSTANTIATION

Claimants must prove:

1. **Ownership** - receipts, bills, pictures, video, personal inventory (serial #'s, quantity)
  2. **Value** - receipts, bills, pictures, *appraisals\**
  3. That the claimant **tendered** the item to the carrier (*is it listed on shipment inventory?*)
- \*Note: we do not pay for appraisals..*



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## ITEMS **NOT** PAYABLE

- Losses exceeding \$40,000.00
- Items exceeding category allowance

(See DA Pam 27-162; ALDG, Table 11-1)

- **Professional equipment:** DJ turntables, professional mechanic's tool set, etc.

\* **Money:** cash, money orders, coin  
*payable up to \$4000 per claim, not payable if claimant is a*



## SOME CLAIMS MAXIMUMS

- **\$40,000** maximum allowable per move (Per HHG/HB claims)
- **\$20,000** maximum per POV claim
- Within these overall maximums, there are individual “item” maximums:
  - **\$1000** per stereo item/**\$4000** per claim
  - **\$1000** per bicycle



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## **\$100 RULE**

**DA Pam 27-162, para. 11-14h,  
states, in part:**

**“As a rule of thumb, they  
[claimants] should normally be  
required to provide a **purchase  
receipt or similar evidence...of  
items for which more than \$100  
is claimed...**”**





## PED (Prior Existing Damages)

DA Pam 27-162, para. 11-14d(2), states, in part:

**“PED is damage that predates the incident giving rise to a claim... If the estimate [for repair of a damaged item] includes repair of PED, deduct the percentage attributable to repair of PED...”**

**Bottom Line: Claims does not pay**



## PED (Prior Existing Damages)

- PED is listed on the ***Shipment Inventory!!***
- **SCRUTINIZE** the PED codes that the movers use when they pack your goods!!!
- If you don't agree with the PED code, **DON'T ARGUE; WRITE IN AN "EXCEPTION TO THE PED" ON THE *Shipment Inventory* !** (in the "Remarks" field)



## TIME CONSTRAINTS

- **70 DAYS** - you **MUST** turn in the 1840R to your gaining claims office **within 70 Calendar Days of delivery!!!**
  - A few exceptions for TDY/deployment
- **2 YEARS** - you **MUST** file your claim **within 2 Calendar Years of delivery!!!**
  - Turning in the 1840R **IS NOT**



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## HAVE A SMOOTH MOVE!

- **CONSIDER PRIVATE INSURANCE**
- **Ensure that high dollar items (\$100+) are *individually listed* on the inventory**

- **Bottom Line:**

**If you care about it, *document it, check the PED codes, and file PED exceptions!***

**If you *REALLY* care about it, take**



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**QUESTIONS**  
**?**